

**Response Under 37 CFR 1.116**

**Expedited Procedure**

**Examining Group 3600**

Application No. 10/652,139

Paper Dated: August 1, 2008

In Reply to USPTO Correspondence of June 26, 2008

PPG Docket No. 1880 A1 (Attorney Docket No. 3152-035034)

**REMARKS**

The final Office Action of June 26, 2008 has been reviewed and the Examiner's comments carefully considered. Claims 1, 3-13, and 15-25 are pending in this application. No amendments to the claims are being made at this time as the pending claims are believed to define over the prior art for the following reasons.

**35 U.S.C. §102 Rejection**

Claims 1, 3, 4, 7-13, 15, 16, and 18-25 are rejected under 35 U.S.C. §102(b) as being anticipated by United States Patent Application Publication No. 2002/0072808 by Li.

The present invention is directed to a method and system for reporting the quality of repair work performed on an article (e.g., a vehicle) by collecting data on specific, individual quality problems, generating cost estimates that include repair estimate factors, and using the repair estimate factors to sort the data prior to reporting.

The Li application discloses a vehicle warranty and repair computer system. This system includes several subsystems. Three of those subsystems are a repair monitoring module 62, a case based reasoning module 30 that includes estimate determination and pre-diagnosis functions, and a vehicle quality feedback module 60. Each of these subsystems operate independently of the others to accept and transmit information to and from the user through the dialog manager 20.

Claim 1 is directed to a method of reporting on the quality of repair work done at a facility and includes steps that are not considered by the Li application. Specifically, at least steps (a), (d), and (f) of claim 1 are not present in the Li application.

Steps (a) and (d) of claim 1 recite "identifying occurrences of quality problems in repair of an article" and "generating quality data" based on those occurrences. The occurrences identified and the data generated are based on specific occurrences of quality problems in each step of the repair as detailed in paragraphs 21-31 of the filed specification, not merely on an overall rating of the quality of the repair.

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Li does not teach identifying specific occurrences of quality problems

The Li application does not teach identification of the occurrences of specific quality problems in repair or generating quality data based on those occurrences. In the repair monitoring module 62, the quality of each repair step is given a score that rates the overall quality of the repair step from high to low (paragraph [0037]). The technician performing the step is also identified. Data is then generated based on these scores in order to evaluate the technician's performance and identify steps that have overall quality issues. Unlike steps (a) and (d) of the present invention, the repair monitoring module 62 does not identify the occurrences of the specific quality problems that contributed to the overall score and thus cannot generate data based on the occurrences of those specific problems.

Li does not teach identifying quality problem occurrences in a repair facility

The Li application discloses identifying vehicles with service problems as determined via feedback module 60 (paragraphs [0049-0050]). However, the quality problems are occurrences of problems with a particular vehicle or model of vehicle and not with the repair steps performed on the vehicle at a repair facility as recited in claim 1 of the present application. The vehicle quality feedback module 60 of Li has nothing to do with repair facility performance. Thus, step (d) is lacking in Li.

Li does not disclose sorting quality data

Step (f) of the present invention recites sorting the quality data using the repair estimate factor generated in step (c). The Li application teaches reporting the data generated by the repair monitoring module 62 using only the data input into the module itself (e.g., scores, technician names). The repair estimate disclosed in paragraph [0064] of the Li application is only reported to service personnel; it is not communicated to the repair monitoring module 62 where the repair quality data is collected. The Li application in no way teaches utilizing a repair estimate factor to sort repair quality data as required by step (f) of claim 1.

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Further, the Examiner cites paragraph [0040] as teaching the sorting step (f). However, that passage explains how information on a vehicle can be used to perform a “pre-diagnosis.” That pre-diagnosis is not utilized to sort repair quality data generated by the repair monitoring module 62. Its function is to determine the potential problems with the vehicle based on the symptoms input into the module, by either the customer or the service associate (see paragraphs [0054-0058] and [0061]). The pre-diagnosis is never even communicated to the repair servicing module 62 and, therefore, it cannot be used to sort the quality data contained therein. At best, the pre-diagnosis step sorts the symptoms input by the user to report a preliminary list of the necessary repairs.

Further, the Examiner combines elements from at least three separate subsystems of the Li application as illustrated in the following table.

Li Subsystem	Function
vehicle quality feedback module (60)	indicate repetitive problems with a make/model of vehicle
repair monitoring module (62)	collects evaluation scores on repair steps
case based reasoning module (30)	diagnose vehicle's problems

These subsystems do not interrelate to perform a method as recited in claim 1.

The Li application does not teach selectively choosing steps from the various subsystems and combining them to arrive at the present invention. Also, the present invention requires the results of earlier steps to be used by later steps. The subsystems taught in the Li application are independent of one another and the results of steps performed in one subsystem are not available for use by the other subsystems. Therefore, the results from a step performed in one subsystem (e.g., a step performed in the repair monitoring module) is not available for use in a later step (e.g., a step performed in the case based reasoning module) as required by the present invention.

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For these reasons, the Li application does not anticipate claim 1 of the present invention. Claims 3, 4, and 7-12 are dependent claims further limiting claim 1 and are allowable for at least the same reasons.

Claim 13 is directed to a system for reporting on the quality of repair work done at a facility and also recites components that are not considered by the Li application. As noted above, Li does not collect quality data on occurrences of quality problems for tabulation and sorting based on repair factors to produce a report. Accordingly, Li does not teach any “means for collecting quality data on occurrences of quality problems” or “software for sorting the tabulated quality data based on estimated repair factors” as recited in claim 13. Specifically, components (a) and (c) are not present in the Li application. Accordingly, claim 13 is not anticipated by Li. Claims 15, 16, and 18-25 are dependent claims further limiting claim 13 and are allowable for at least the same reasons.

**35 U.S.C. §103 Rejection**

Dependent claims 5, 6, and 17 are rejected under 35 U.S.C. §103(a) for obviousness based on the Li application, in view of U. S. Patent Application Publication No. 2003/0182181 by Kirkwood et al.

The Kirkwood application discloses a computer system for collecting body shop cost and productivity data and benchmarking individual body shops against their competitors. Financial and operational data may be collected and manipulated. However, quality of repairs is not addressed by the system at all. Occurrences of quality problems are not identified; no quality data is generated; no estimates are generated; and no sorting is done based on repair estimate factors.

As discussed above, the Li application does not teach all of the claim limitations of independent claims 1 and 13 on which claims 5, 6, and 17 depend. The teachings of the Kirkwood application are not sufficient to overcome the deficiencies in the teachings of the Li application as the Kirkwood application does not teach any of the missing limitations and, at best, only discloses certain added features. Thus, all of the

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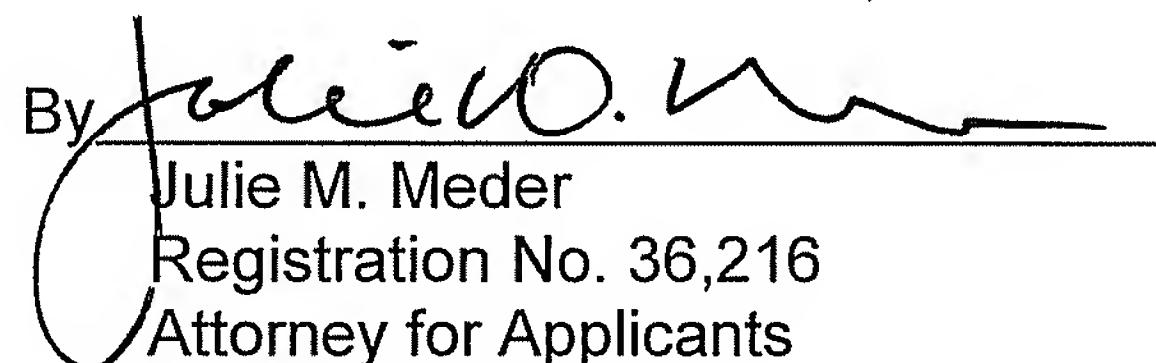
claim limitations of the present invention are not found in these two references, and therefore, a *prima facie* case of obviousness is not established based on the cited prior art.

In view of the foregoing remarks, reconsideration of the rejections and allowance of claims 1, 3-13, and 15-25 is respectfully requested.

Respectfully submitted,

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